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Operator: Julie Arango Matter: 03932.P006X  
Number of pages including cover sheet: 16  
In Re Patent Application of: Michael H. Cohen et al.  
Application No.: 09/412,173  
Filed: October 4, 1999  
For: Method and Apparatus for Optimizing a Spoken Dialog Between a Person  
and a Machine

**Enclosed are the following documents:**

- ☒ Amendment transmittal (2 pgs., in dup.)  
☒ Amendment and Response to Office Action (11 pgs.)

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(Rev. 11/23/97)

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9-502  
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K. Powell

Attorney Docket No.: 03932.P006X

Patent

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application for:

Michael H. Cohen et al.

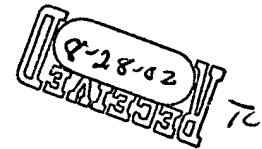
Serial No.: 09/412,173

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For: METHOD AND APPARATUS FOR  
OPTIMIZING A SPOKEN DIALOG  
BETWEEN A PERSON AND A  
MACHINE

Examiner: Opsasnick, M.

Group Art Unit: 2654



Official

which is a continuation-in-part of:

Serial No.: 09/203,155

Filing Date: December 1, 1998

Assistant Commissioner for Patents  
U.S. Patent and Trademark Office  
Washington, D.C. 20231AMENDMENT AND RESPONSE TO OFFICE ACTION

Sir:

In response to the Office Action mailed on August 13, 2002, please amend the present application as follows and reconsider the present application in view of the remarks below.

IN THE CLAIMS:

Please amend the claims as follows:

- 1 31. (Twice Amended) A method of facilitating operation of a plurality of  
2 interconnected speech-enabled sites on a network, the method comprising:  
3 using a server system on the network to execute a browser for enabling a  
4 user to access the speech-enabled sites; and